

Top 10 questions from publishers



1. Why is my work registration not on the work database?

Please allow five working days for a work to be updated.

It is possible that your work registration could have been rejected. If this is the case, you would have received an email notification of this rejection, so please check your mailbox.

If your work is not visible on the copyright database after allowing five working days and you have not received a rejection email, please contact Member Services. Please have the work title and EJNW reference number, which you would have received after registering the work, to hand when you contact us.

2. Why is my work registration not on the database correctly?

Your registration may not be showing correctly for a number of reasons.

Common reasons include an incorrect agreement number or incorrect chain of title being entered in the registration.

Please refer to the FAQs and guides below to ensure all the relevant information has been provided.

- [Song registration FAQs](#)
- [Guide to registering and amending music](#)

3. Why have I been sent an NWR notification when I have already registered the work?

If you receive a NWR notification and have already registered the work, it will mean that we have not matched to your registration effectively. You can notify us of this in the NWR system under the section “notify us of a duplicated work” where you will need to specify the tunecode for your registration. We will then ensure the entries are merged.

4. What is the duplicate claim status of this work?

You can see the duplicate claim status of a work by [checking the duplicate claim service on our website](#).

5. Why is this work in duplicate claim?

A work is given duplicate claim status by ICE when there are conflicting claims about one of more of the following:

- Ownership – There is a dispute about who currently controls or owns any share in the work.
- Authorship – There is a dispute about who the authors of a work are.
- Author-share – There is no disagreement about the authors of the work, but there is a conflict over the shares attributed to each author.

Read the [duplicate claims FAQs document](#) for more information.

6. Why have we not been paid for this performance of our work?

There are several reasons why a performance may not have been paid.

- Has the work been registered correctly? If not then it cannot be paid.
- Is the performance date due for payment? Check the [PRS distribution schedules](#) to find out.
- If the scheduled distribution has passed, is the performance eligible for a payment? Please check that it has been broadcasted on a [census station/channel or performed on a specific sample day for other stations/channels](#).
- If this is a live performance, has the performance been reported? If not, you can [report the live performance online](#), providing it was within the last year.

7. Why have we not been paid for our work on this CD/DVD?

There are several reasons why you may not have been paid for a product that contains your work.

- Has your work been registered correctly along with the correct mechanical claim? If not then it cannot be paid.
- Are the sales of the product due for payment? [Check the MCPS distribution schedules](#) to find out.
- Is the product MCPS licensed? Is your work featuring on the product? Please [check our audio products database](#).
- Is the product an overseas release? Please wait 18 months from the release date for these royalties to be processed by our international affiliates and flow through to MCPS. If you have not received any royalties within this time frame, please fill out our [international royalty claim form](#).

8. What is 'activity' on works?

A work becomes 'active' after we have received performing or mechanical usage data and it is due to be included in a distribution. Common triggers are TV or radio performance or applications for product licenses, through MCPS.

9. How do I register an agreement?

You can register an agreement using the 'Register/amend works' service on the homepage of your online account, and an agreement number will be generated. Publisher members need to supply an agreement number when they register works on behalf of writers and other publishers.

10. Why have we not been paid for 'X' amount of sales for our work on this CD/DVD?

If you believe that product sales have been under-reported by the record label to MCPS, you need to provide evidence before we can investigate. Please provide evidence from a third party, such as sales or distribution figures, for the product.